Haryana during March-April 1989. Based on the feedback of the first field trial, the system was upgraded and second field trial was conducted at Tuni, Andhra Pradesh during July, September 1989.

Expansion of postal communication network in Assam

4600. SHRI PRAKANTA WARISA: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether Government have any proposal for expansion of postal communication service network in the State of Assam;

(b) if so, the details thereof;

(c) if not, the reasons therefor; and

(d) the effective measures being taken or proposed to be taken by Government in this regard?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS (SHRI TAPAN SIKDAR): (a) to (c) The targets for opening of Extra Departmental Branch Post Offices, Departmental Sub Post Offices and Panchayat Sanchar Sewa Kendras for expansion of postal communications service for the year 2000-2001 in the State of Assam are yet to be finalized.

(d) Post offices are opened subject to justification as per prescribed norms. The opening of new post offices depends upon availability of resources such as funds and sanctioning of posts by Ministry of Finance.

Replacement of MARR

†4601. DR. D. MASTHAN:
SHRI KAPIL SIBAL:

Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether it is a fact that Government have decided to replace the existing Multi Access Radio Reception System;

(b) if so, the reasons therefor and the new system with which this system is proposed to be replaced; and

(c) by when it is planned to the completed?

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†Original notice of the Question was received in Hindi.

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS (SHRI TAPAN SIKDAR): (a) to (c) Sir, while every possible attempt is being made to maintain MARR systems at a reasonable level of dependability, those which are found difficult to maintain due to lack of servicing and repair support from original manufacturers or any other reason, will be progressively replaced. Some of the new technologies for rural telephony are Wireless in Local Loop. TDMA/PMP of C-DOT, Satellite, etc. This is in addition to land line telephones from rural telephone exchanges.

Delay in attending telephone complaints

4602. SHRI VAYALAR RAVI: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether Government have made any special arrangement to attend the telephone complaints;

(b) if so, the details thereof;

(c) whether Government are aware that the complaints of the consumers are not attended in time and cause long delay;

(d) if so, the action taken against the concerned persons?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS (SHRI TAPAN SIKDAR): (a) and (b) A special cell has been established in the Hon'ble Minister's office to attend telephone complaints. Arrangement exists to receive complaints on fax and telephone from all over the country. These complaints are sent to concerned Telecom Circles for prompt action. The field staff have been instructed to attend these complaints on priority basis. Monitoring is done by an officer designated as OSD (PG) under the direct supervision of Hon'ble MOC.

In the field units, new technologies have also been introduced for attending to telephone complaints. These include introduction of Interactive Voice Response System (IVRS), Computerised Fault Repair System and provisioning of Pagers to Line Staff.

(c) and (d) Yes, Sir. Sometimes delay takes place due to cable fault, major break down of lines, prolonged power failures etc. especially in rural areas. Such faults, due to their nature, take longer